

FIG. 1

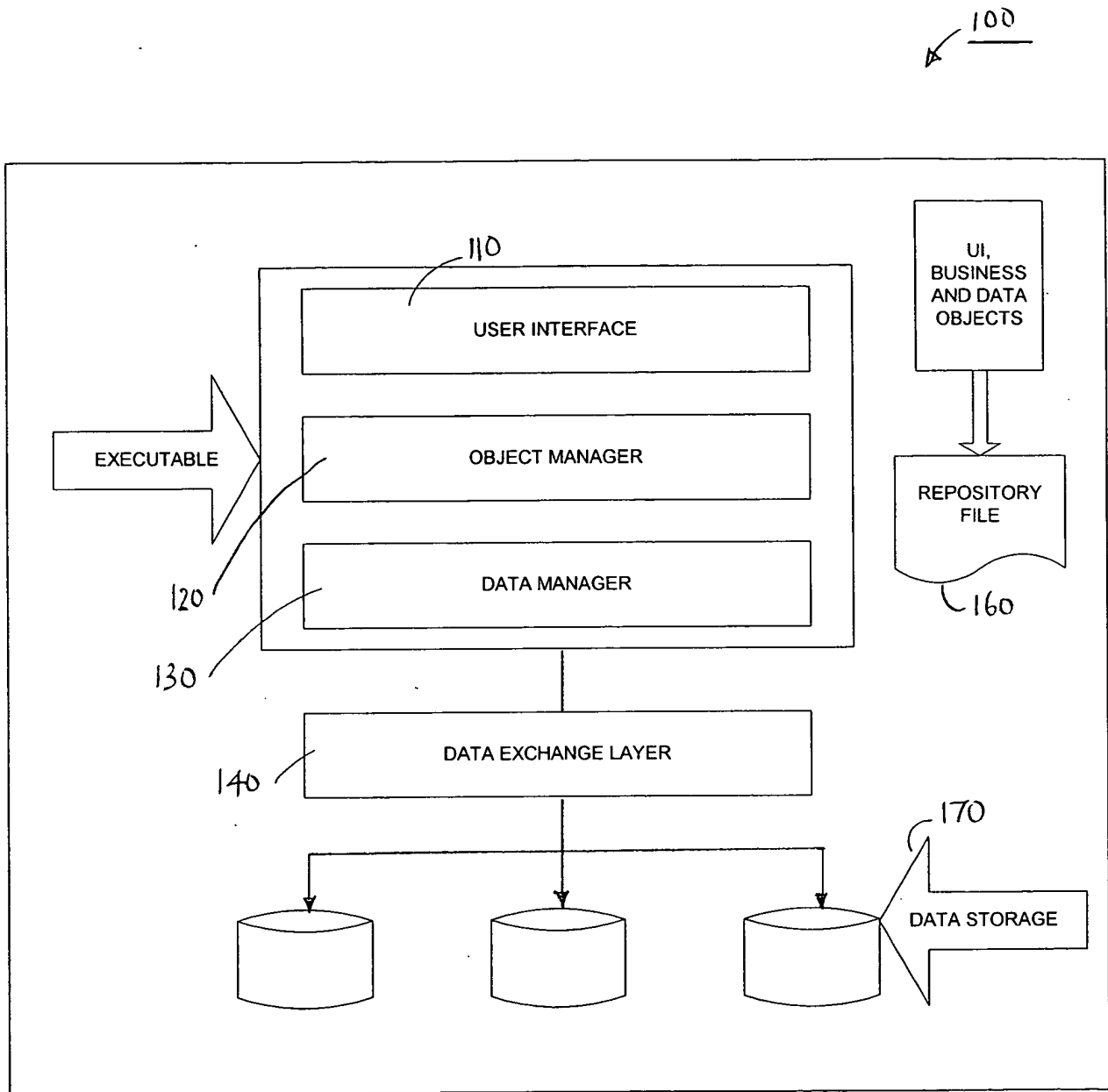


FIG. 1

200

FIG. 1

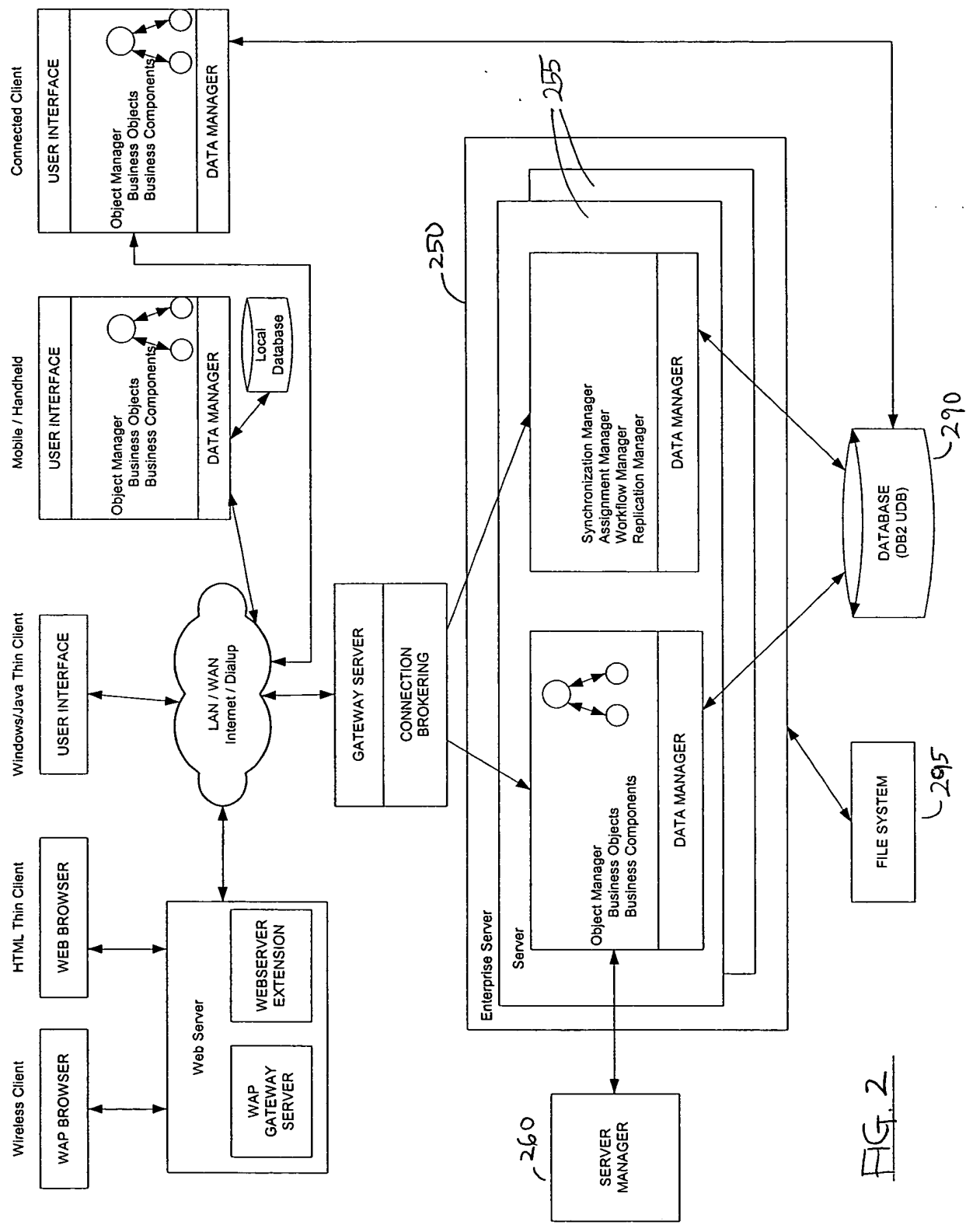
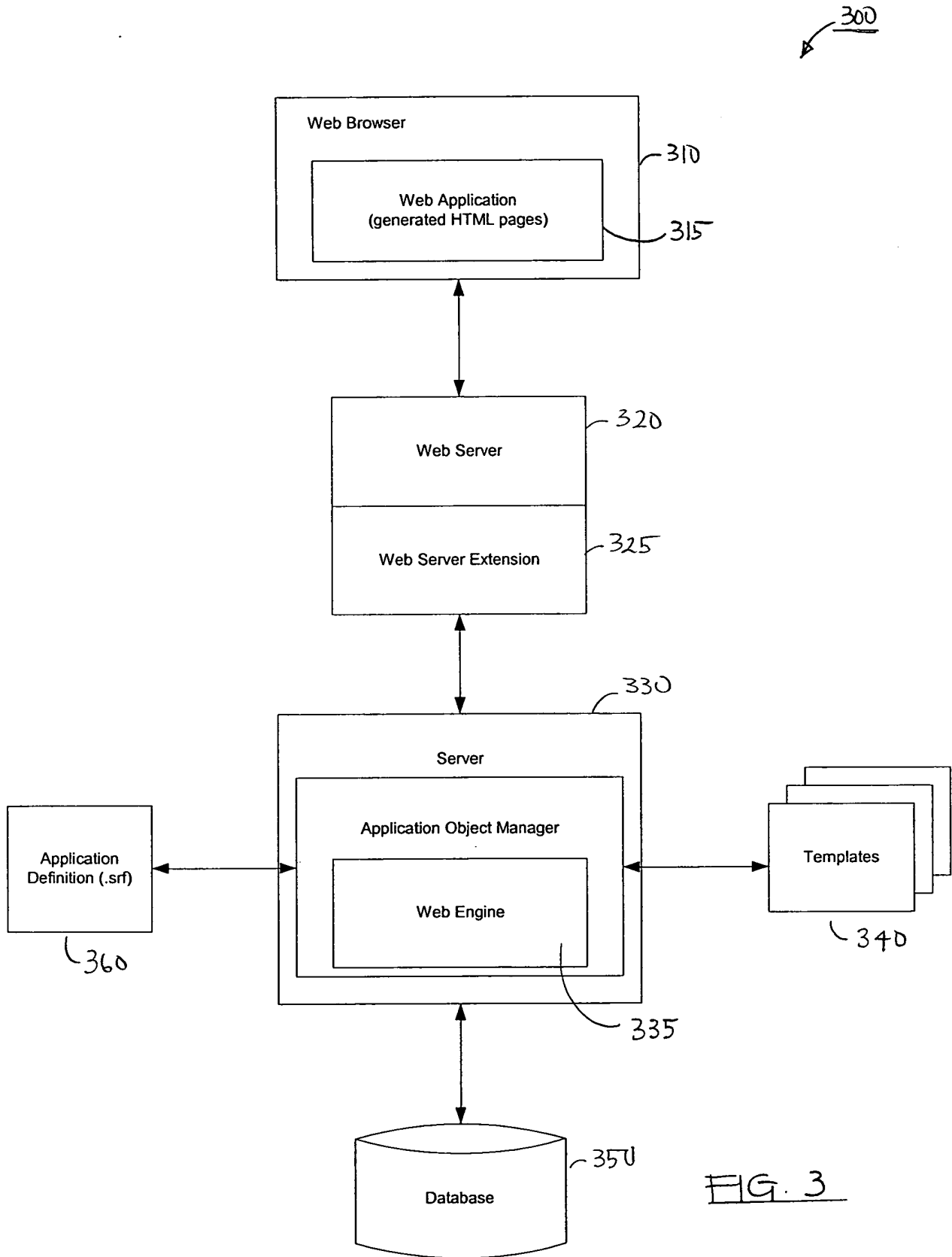


FIG. 2



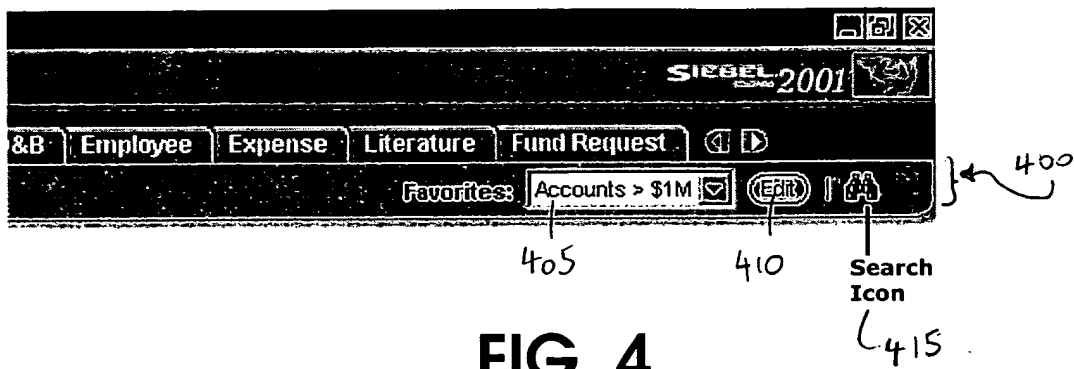


FIG. 4

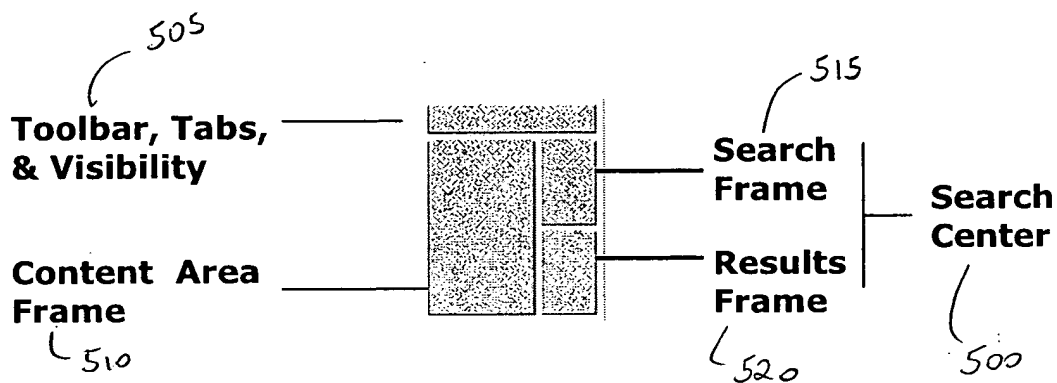


FIG. 5

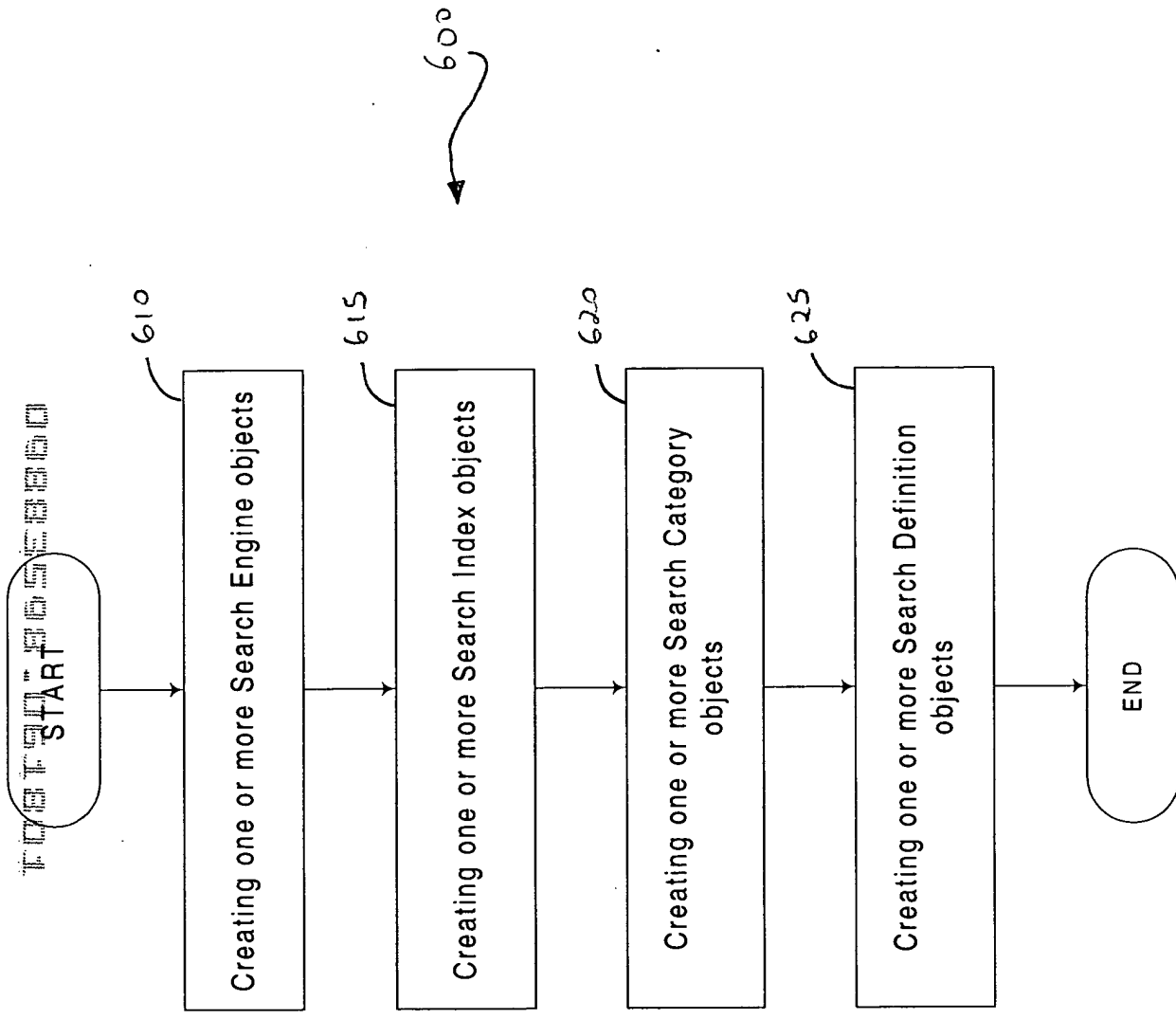


FIG. 6

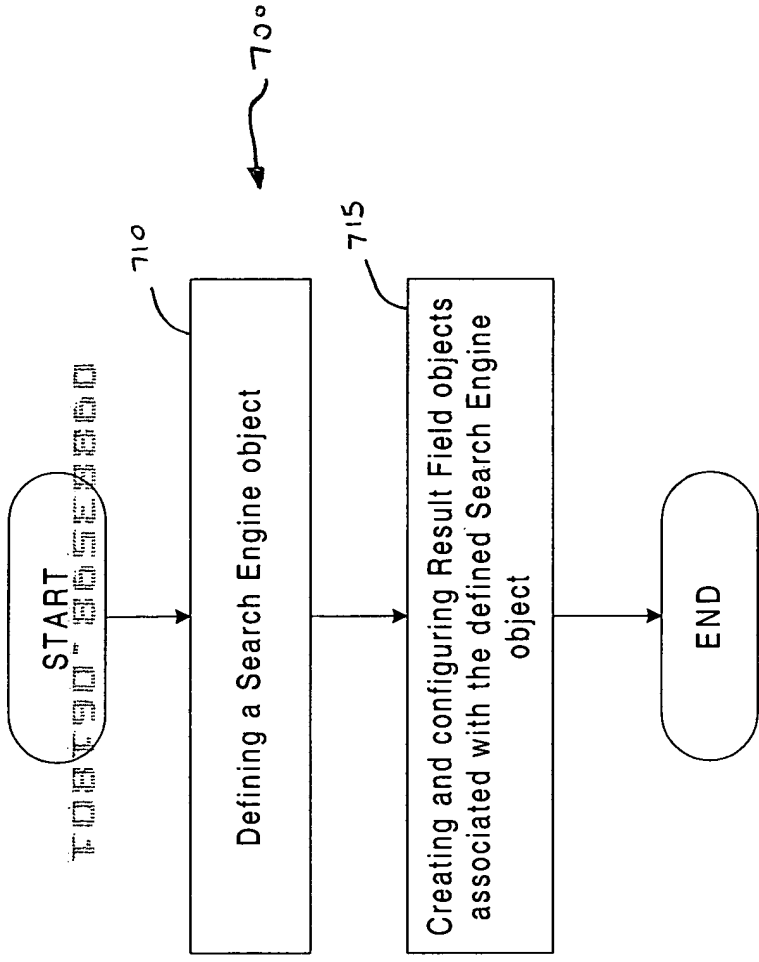


FIG. 7

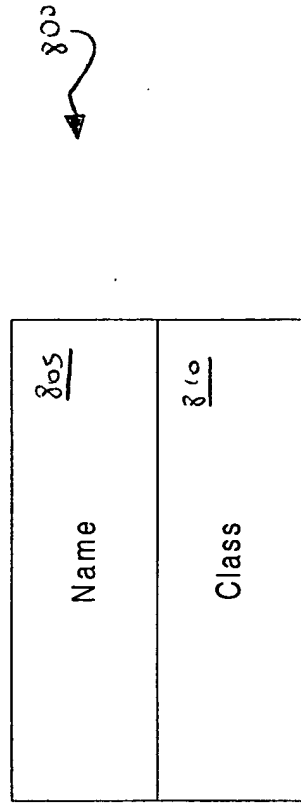


FIG. 8

TABLE 30 - BEEBEE

Column Name	905
Create Column Flag (Optional)	910
Data Type (Optional)	915
Index Mode (Optional)	920
Name	925
Text Length (Optional)	930
Type	935

900



FIG. 9

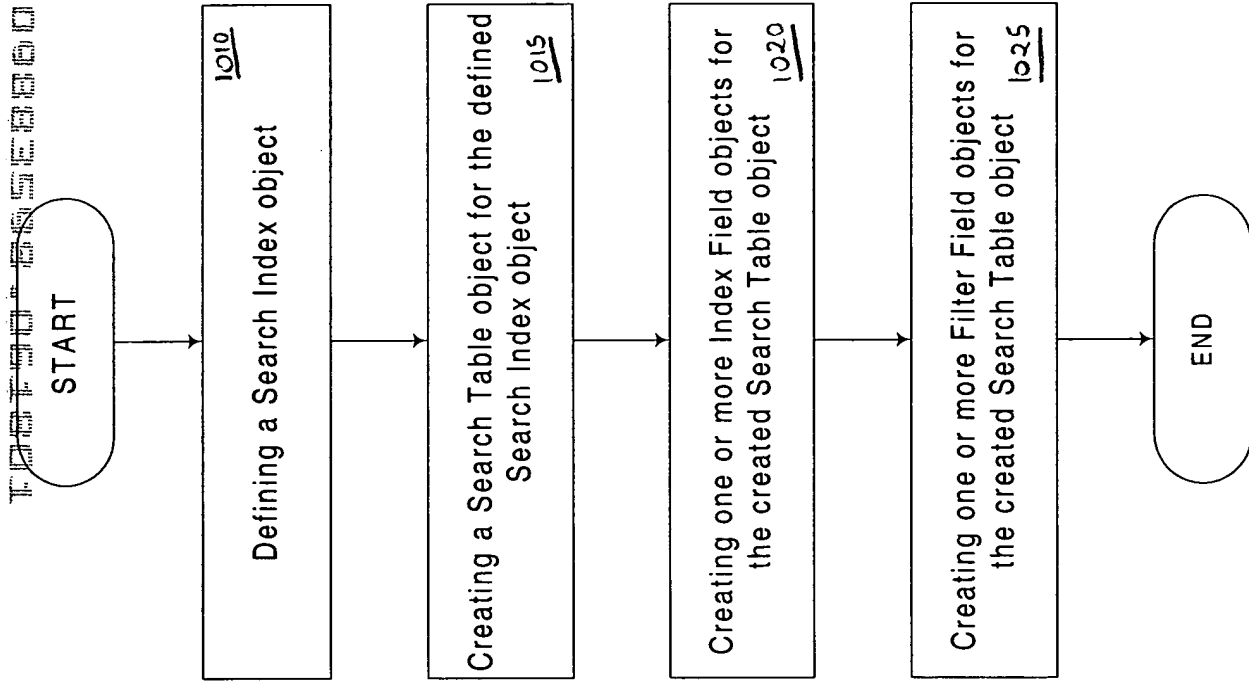


FIG. 10



FIG. 10 is a block diagram

<u>1105</u>	Name
<u>1110</u>	Index Business Component
<u>1115</u>	Database Table Flag

1100

FIG. 11

<u>1205</u>	Table Name
<u>1210</u>	Engine

1200

FIG. 12

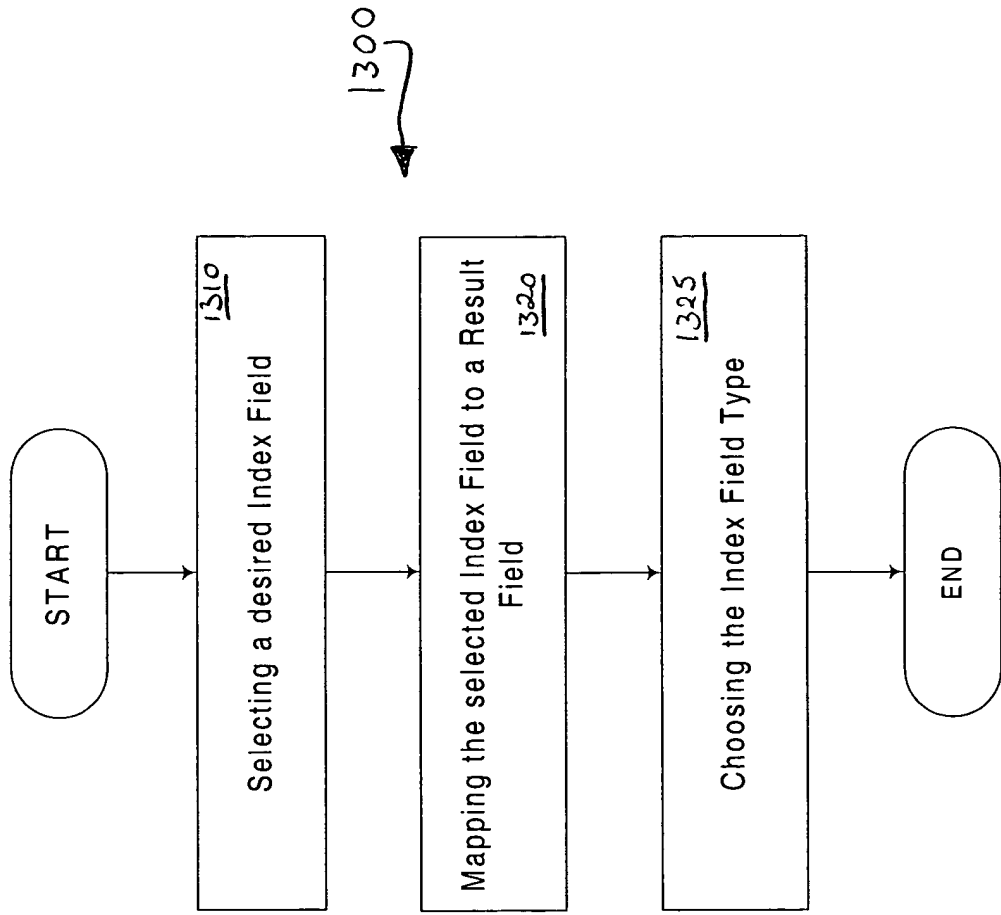


FIG. 13

<u>1410</u> Business Component Field
<u>1415</u> Result Field (Optional)
<u>1420</u> Index Field Type (Optional)
<u>1425</u> Sequence

1400

FIG. 14A

<u>1455</u> Name
<u>1460</u> Column Name
<u>1465</u> Data Type (Optional)
<u>1470</u> Index Mode (Optional)
<u>1475</u> Sequence
<u>1480</u> Text Length (Optional)

1450

FIG. 14B

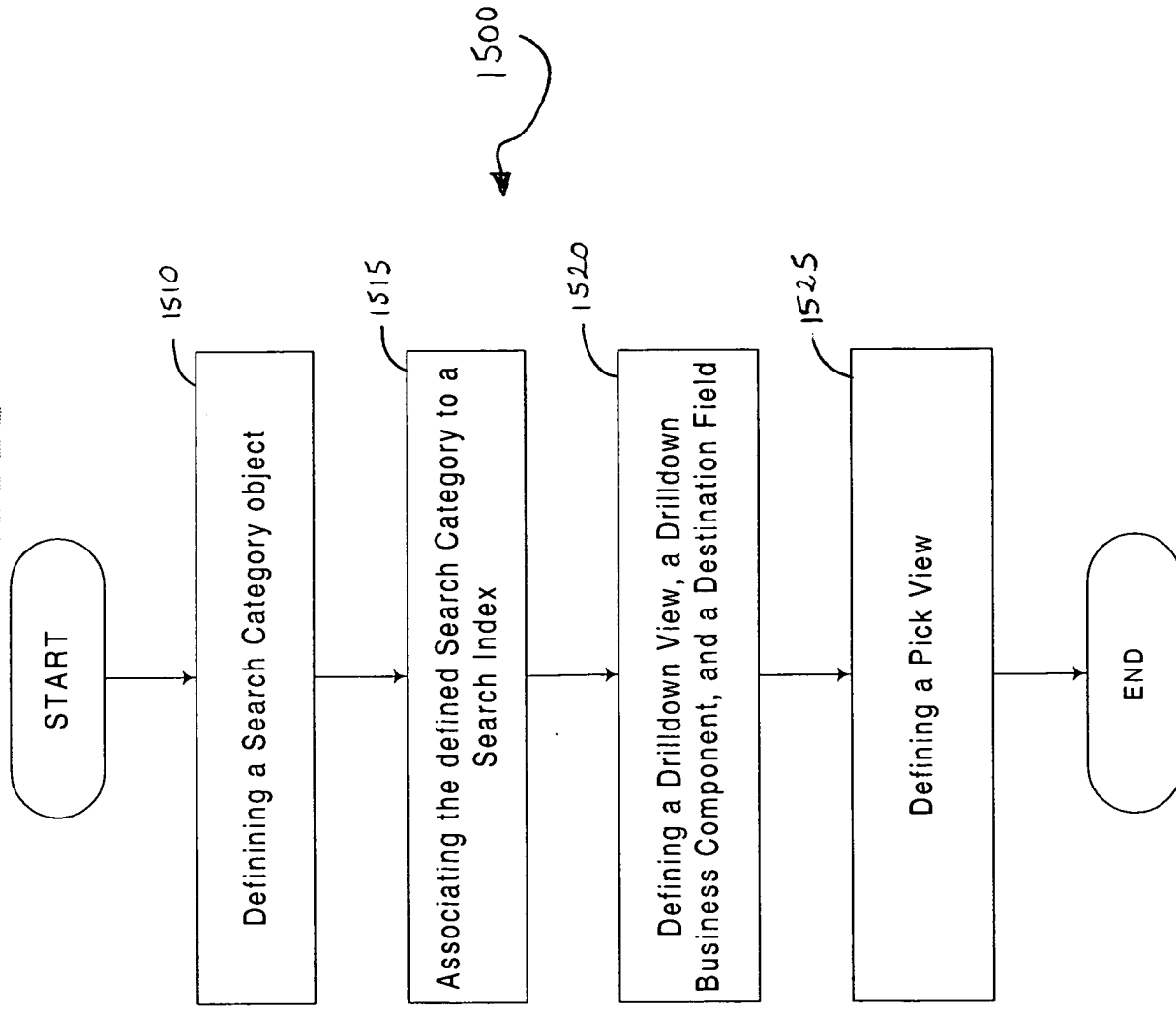


FIG. 15

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600

FIG. 16

Applet	<u>1705</u>
View	<u>1710</u>
Name	<u>1715</u>
Destination Field (Optional)	<u>1720</u>

1700

FIG. 17

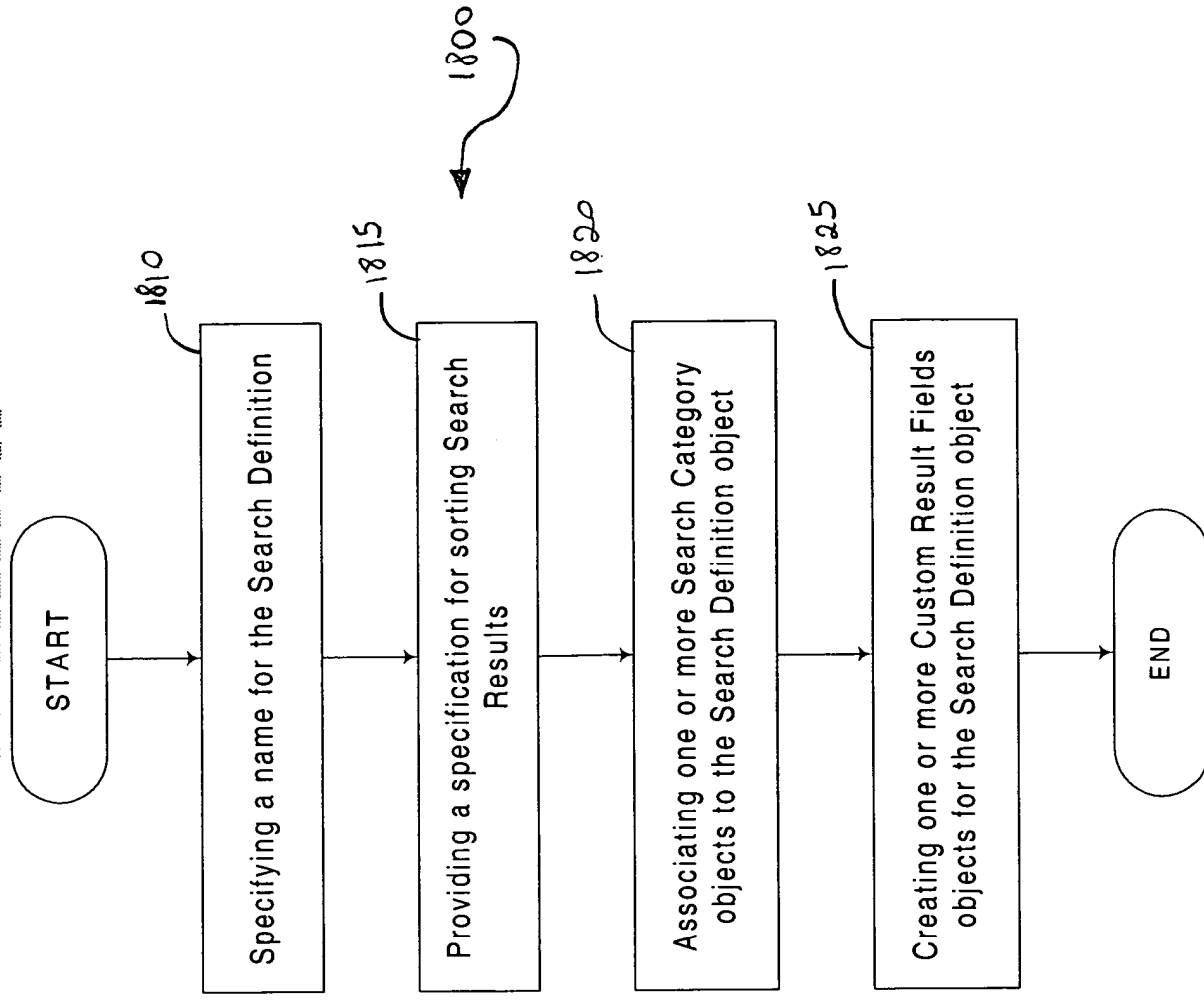


FIG. 18

Name	1905
Display Name	1910
Filter Search Specification (Optional)	1915
Use Filtered Search (Optional)	1920
Sequence (Optional)	1925

1900

FIG. 19



<u>2005</u> Character Display Name (Optional)	<u>2010</u> Display Format (Optional)	<u>2015</u> Name	<u>2020</u> Scaling Factor (Optional)	<u>2025</u> Sequence	<u>2030</u> Text Alignment (Optional)	<u>2035</u> Use in Search (Optional)	<u>2040</u> Visible (Optional)	<u>2045</u> Width (Optional)
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2000

FIG. 20

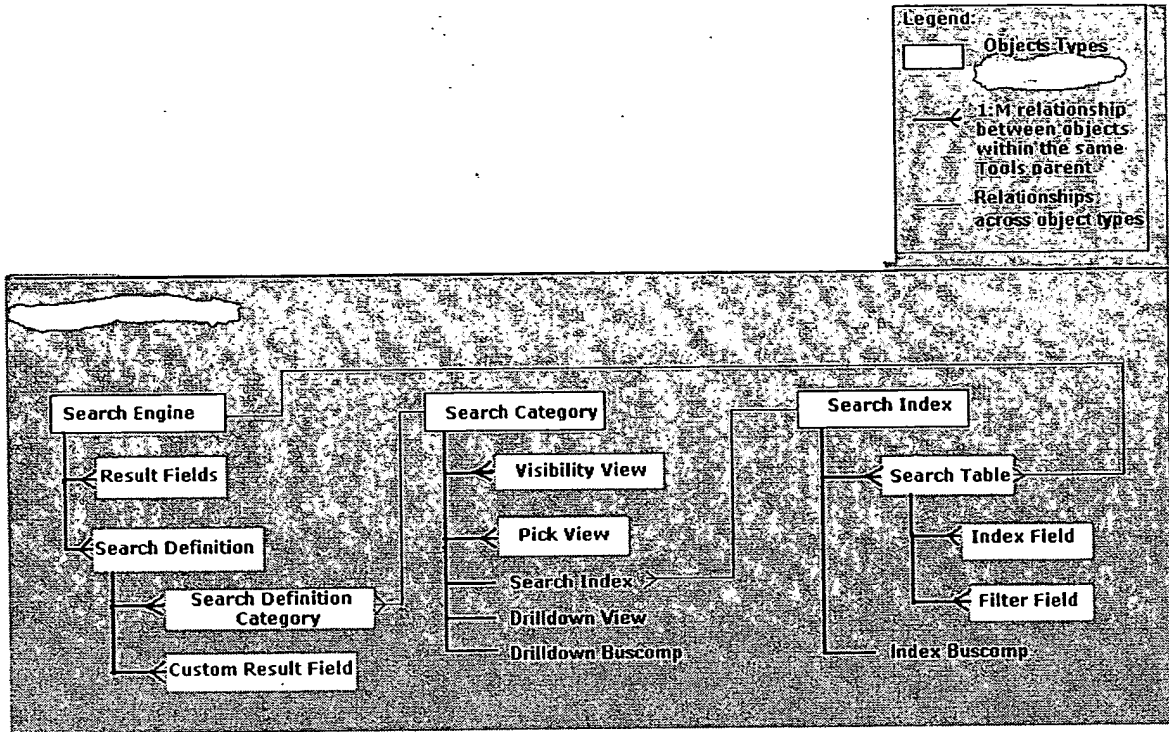


FIG. 21

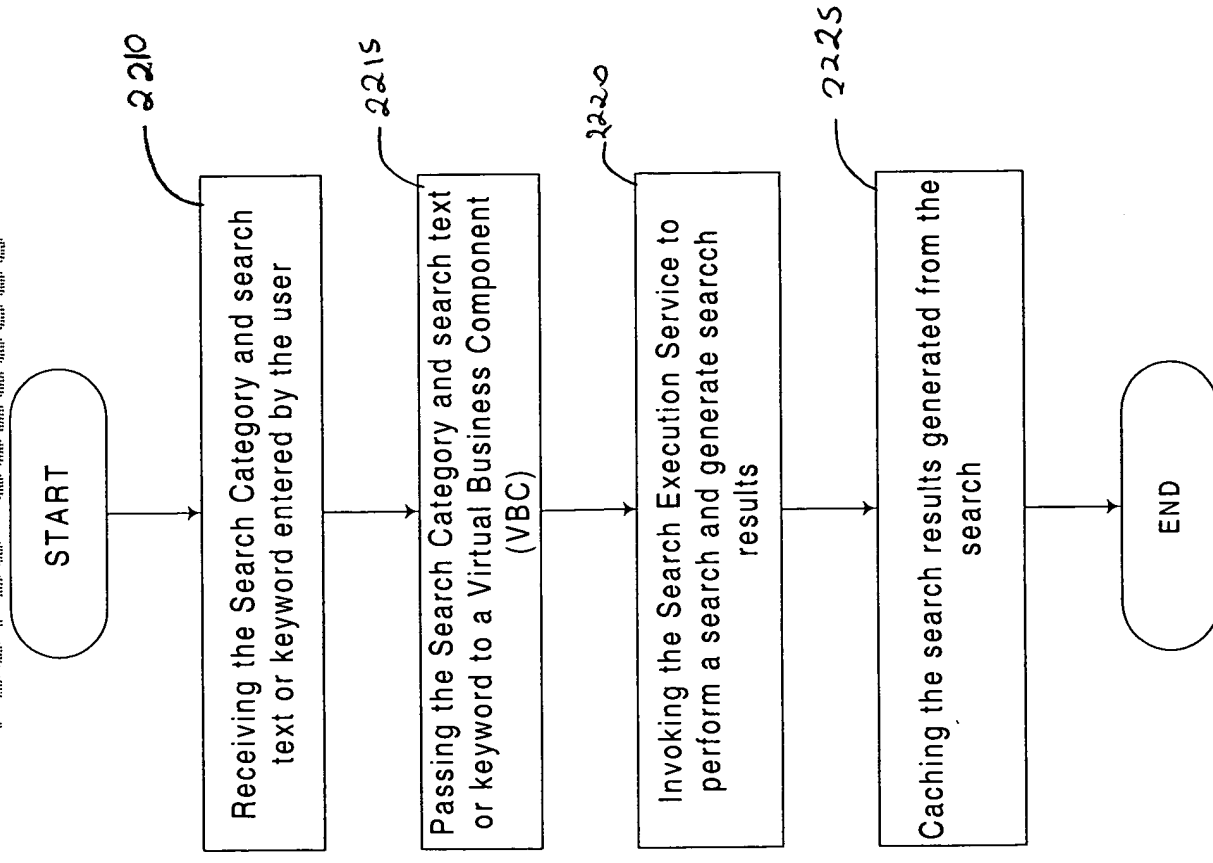


FIG. 22

2300

# RUNTIME OBJECTS

# DESIGN TIME OBJECTS

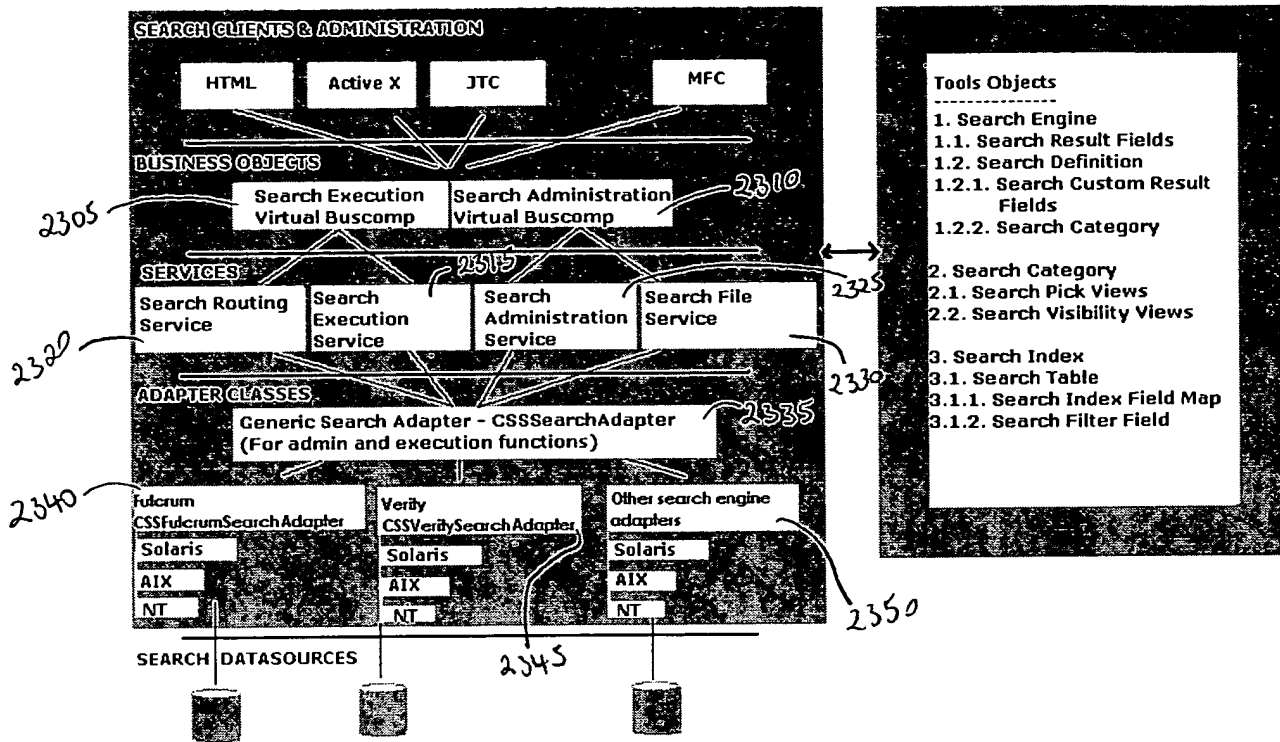


FIG. 23

FIG. 23

Search

Close Button

Look for: 2410  
All Employees

Last Name: 2415A ☒ Gorman

First Name: 2415B ☒ Richard

Division: 2415C ☒

☒ ☒

2415D 2415E

Search 2420A Save 2420B Reset 2420C Help 515

FIG. 24

Search

Look for: 2505  
<-- Service Request ☒

All Accounts

All Contacts

All Employees

All Opportunities

All Products

Decision Issues

Literature

Resolution Documents

Solutions

Advanced Search

Help 2510

2500

FIG. 25

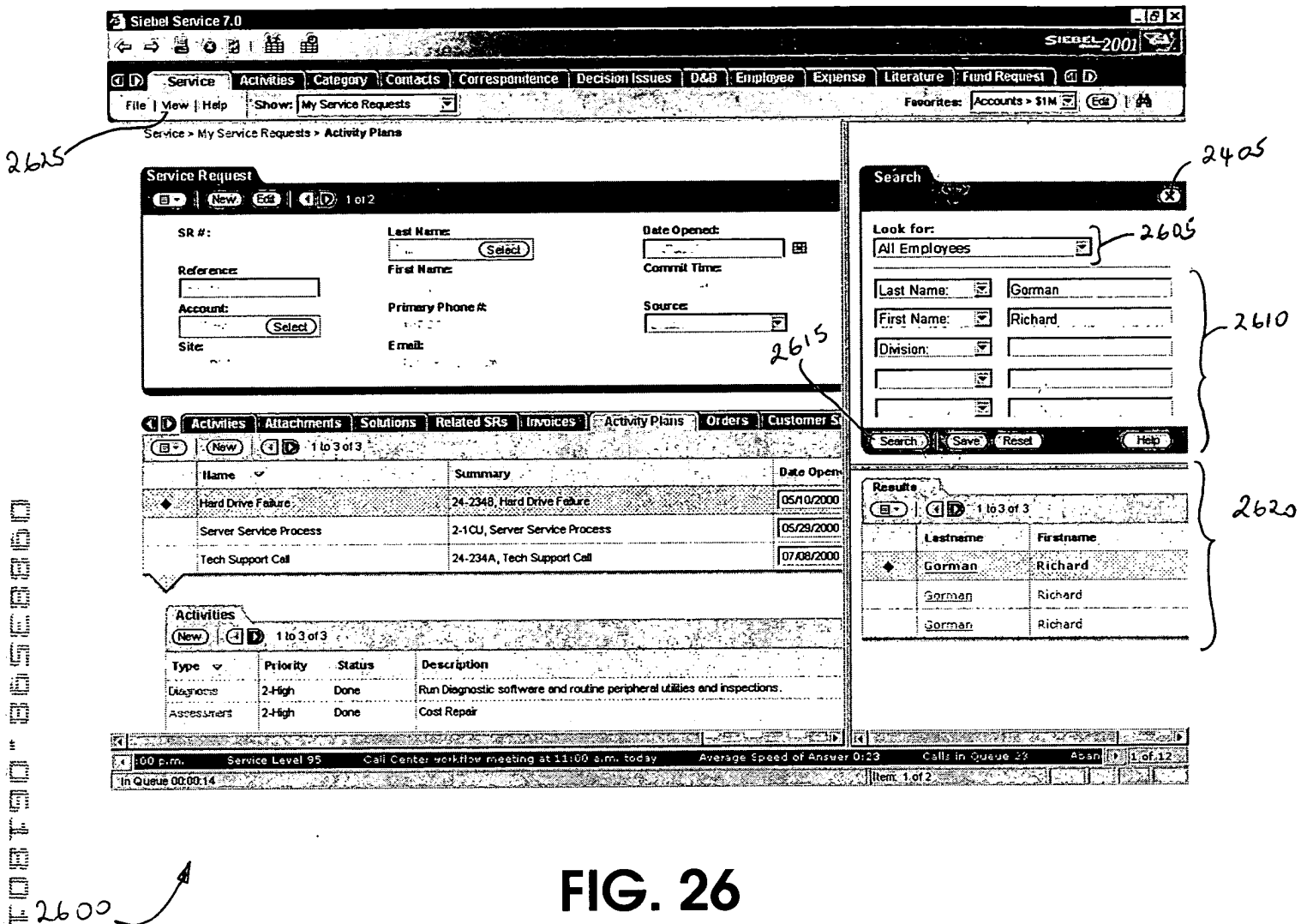


FIG. 26

Siebel Service 7.0

SICBEL 2001

Service | Activities | Category | Contacts | Correspondence | Decision Issues | D&B | Employee | Expense | Literature | Fund Request

File | View | Help | Show: My Service Requests

Service > My Service Requests > Activity Plans

2625

**Service Request**

SR #:  Last Name:  Date Opened:

Reference:  First Name:  Commit Time:

Account:  Primary Phone #:  Source:

Site:  Email:

**Activities**

Name	Summary	Date Opened
Hard Drive Failure	24-234B, Hard Drive Failure	05/10/2000
Server Service Process	2-1 CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

**Activities**

Type	Priority	Status	Description
Diagnosis	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections.
Assessment	2-High	Done	Cost Repair

**Search**

Look for:

Keywords:

Keywords: hard drive

Inc:

- ☒ Solutions
- ☒ Service Requests
- ☒ Literature
- ☒ Activities

2605

2720

2715

2725

2730

**Results**

Type	Summary
Literature	Repairing the WD-26001 Hard C
Literature	2-1 CU, Server Service Process
Literature	50241, WD-26001 Hard Drive
Service Request	24-234B, Tech Support Call
Service Request	24-234A, Tech Support Call
Solution	2-1 CU, Server Service Process

00 p.m. Service Level 95 Call Center work flow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 2? Absn 1 of 12

In Queue 00:00:14 Item 1 of 2

FIG. 27

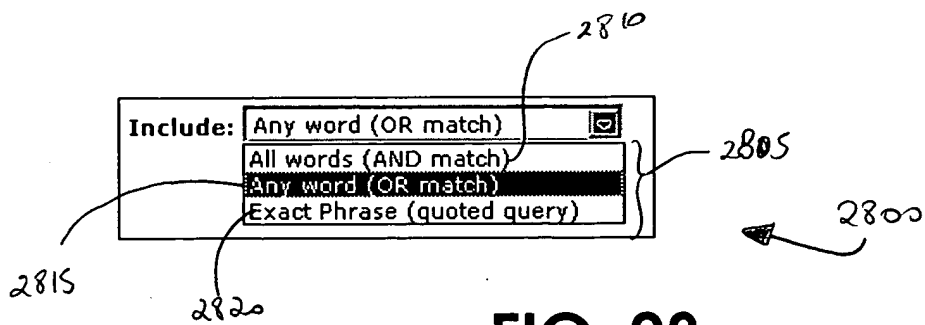


FIG. 28

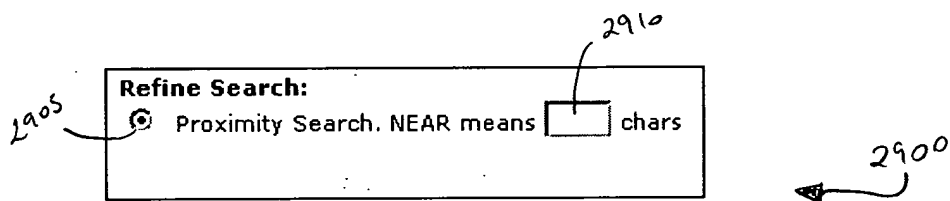


FIG. 29



FIG. 30

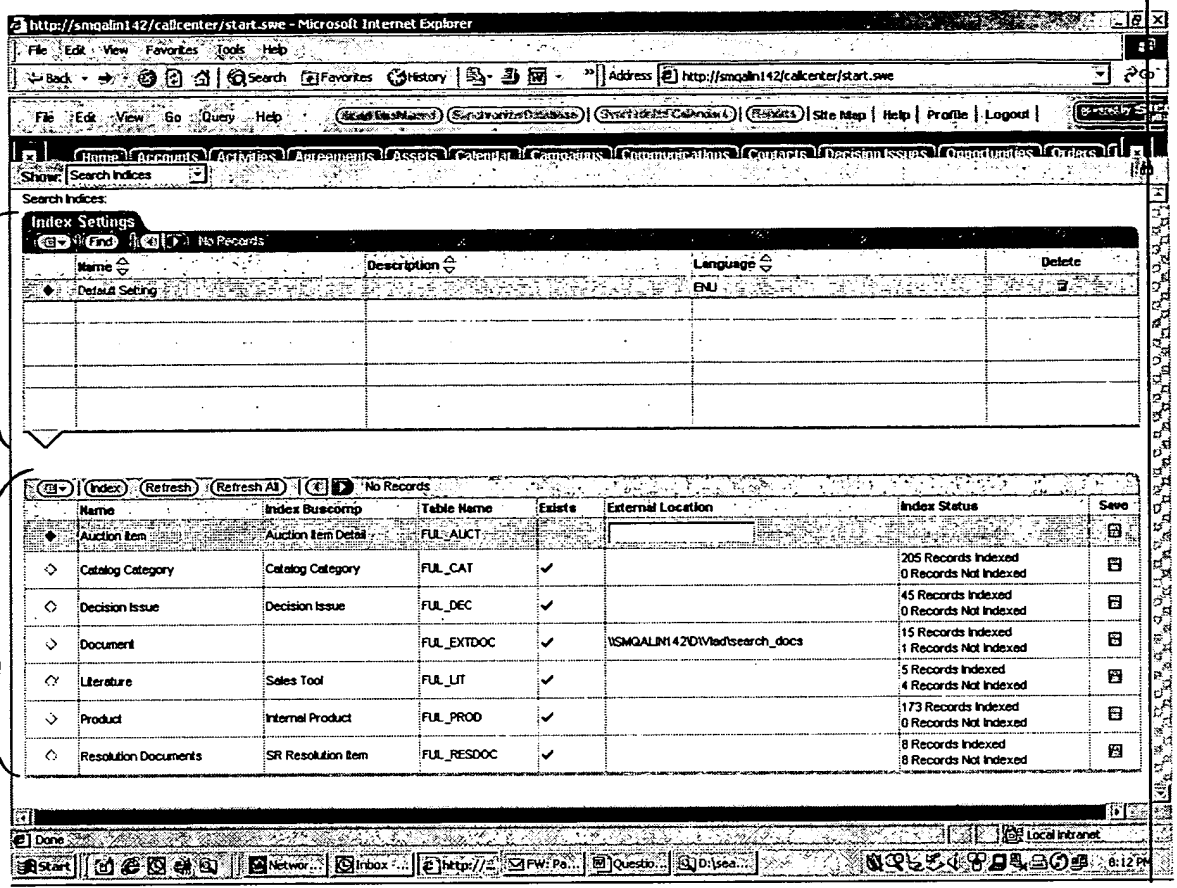


FIG. 30

3000



3200

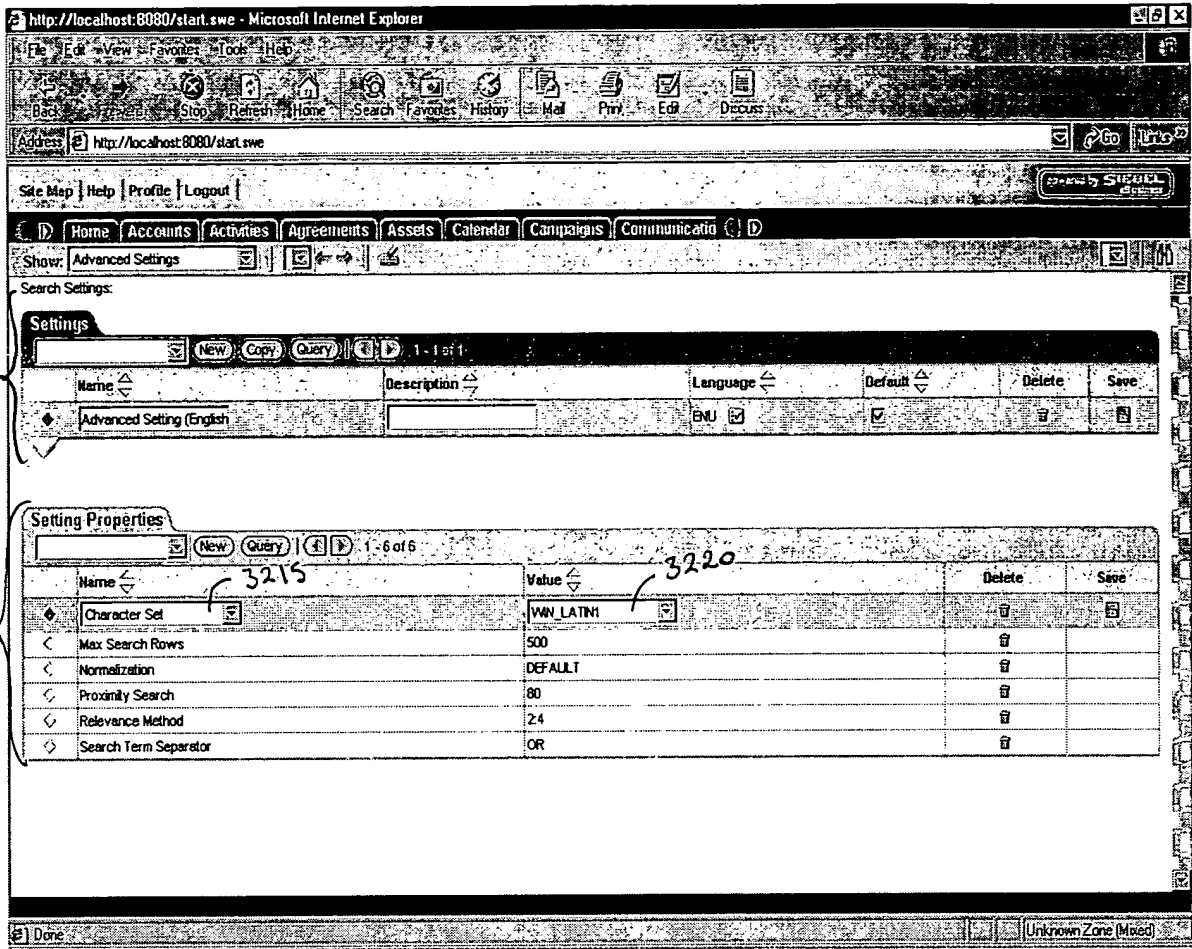


FIG. 32

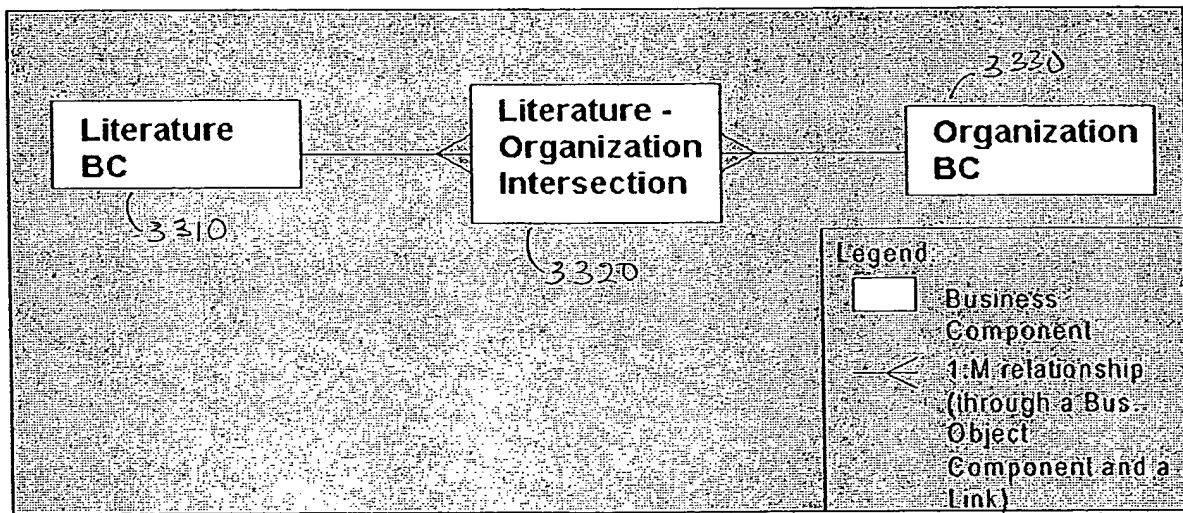
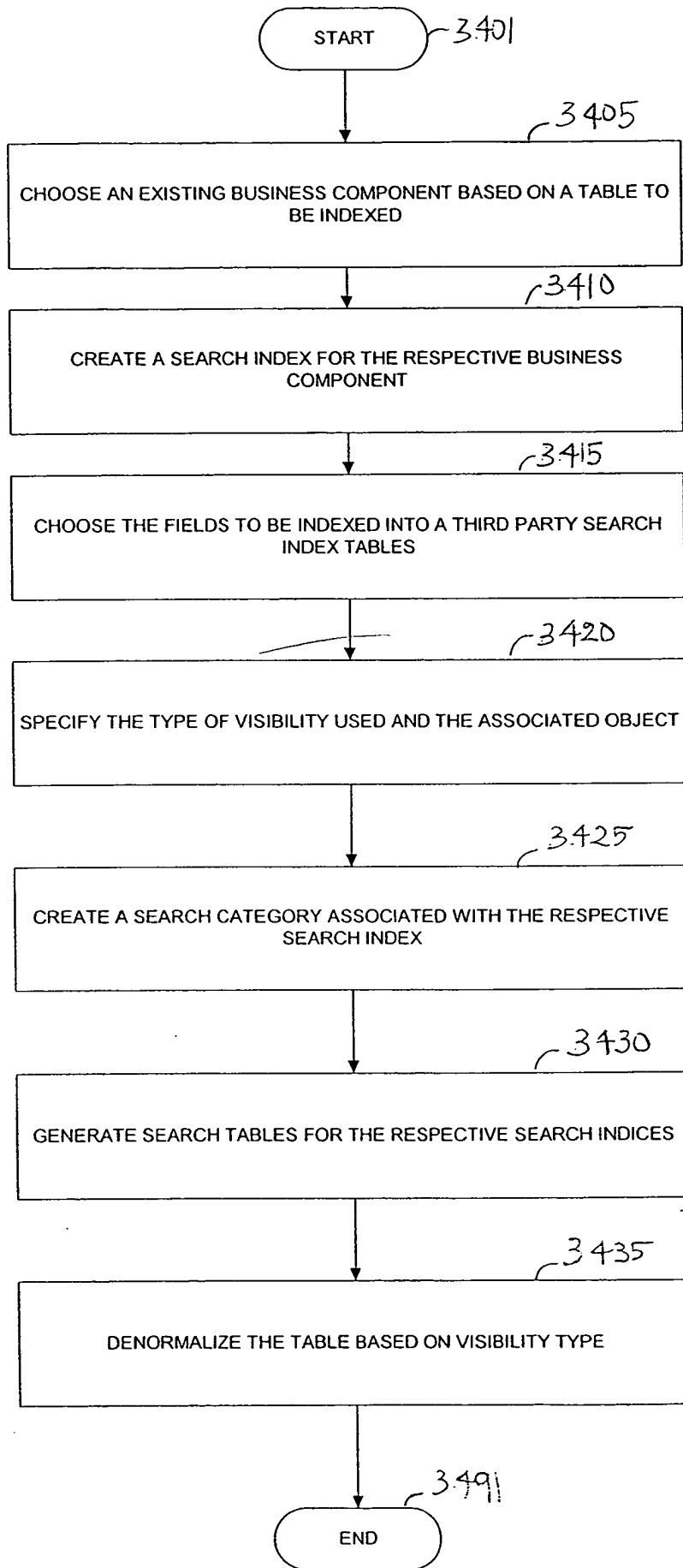


FIG. 33



3400

FIG. 34

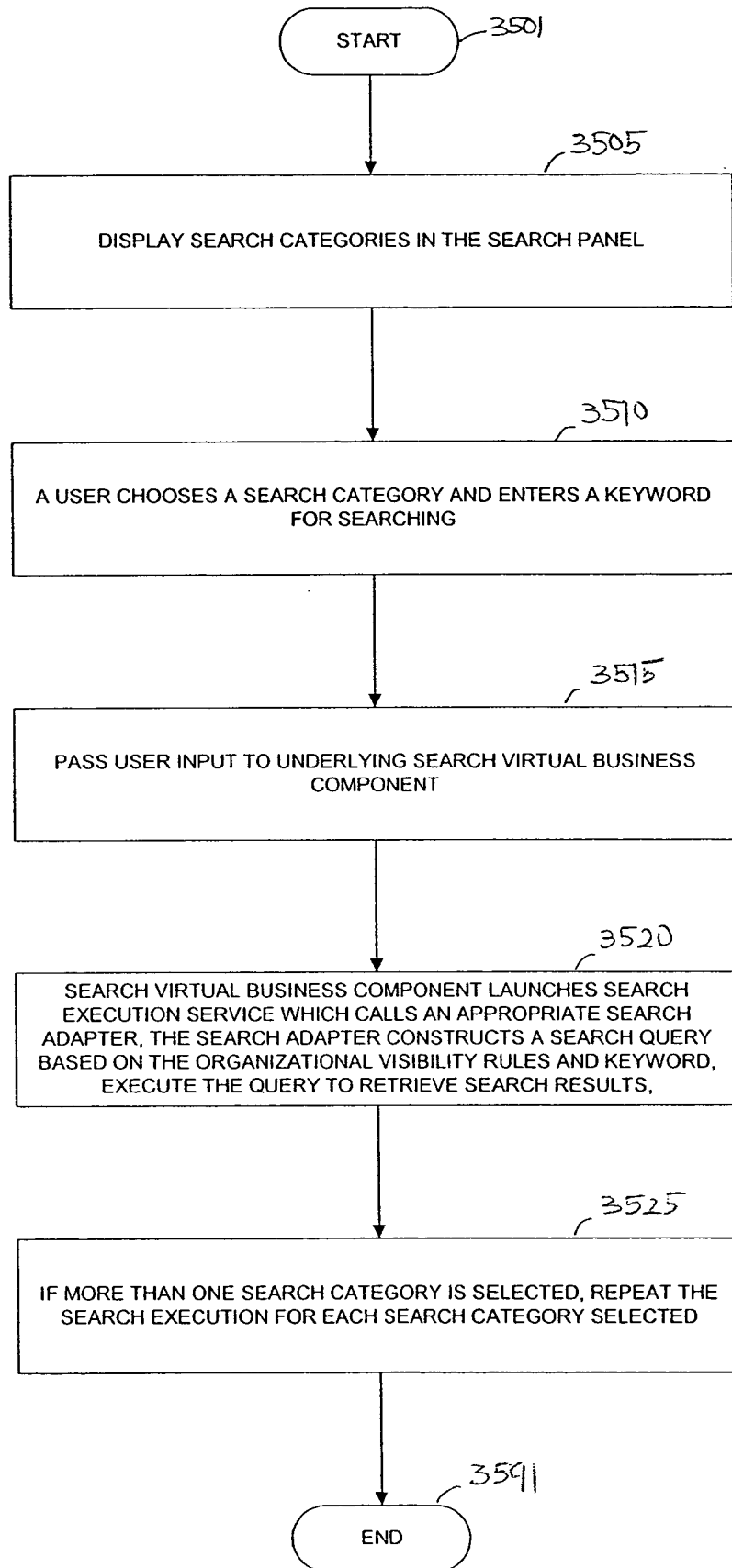
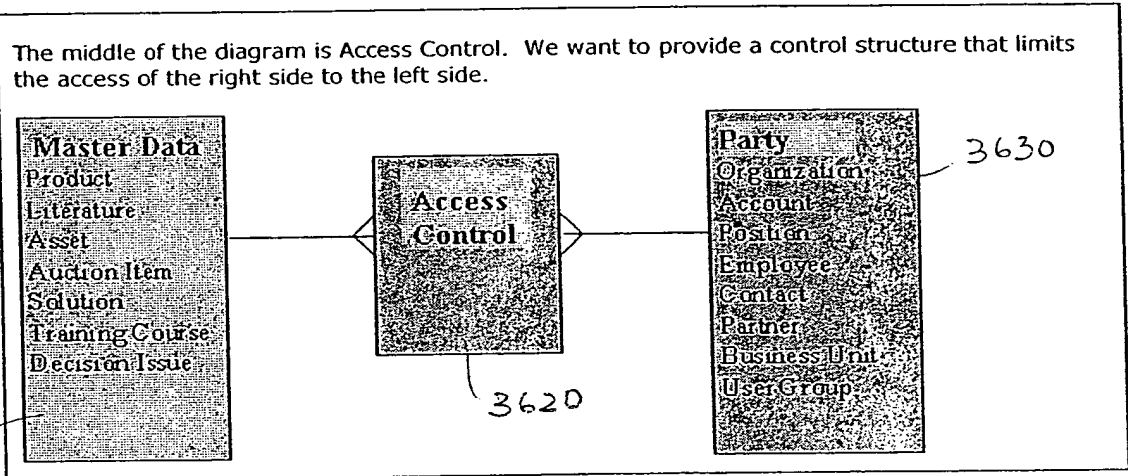


FIG. 35

FOR F50-655660

3600

3610



3630

3620

FIG. 36

FIG. 37

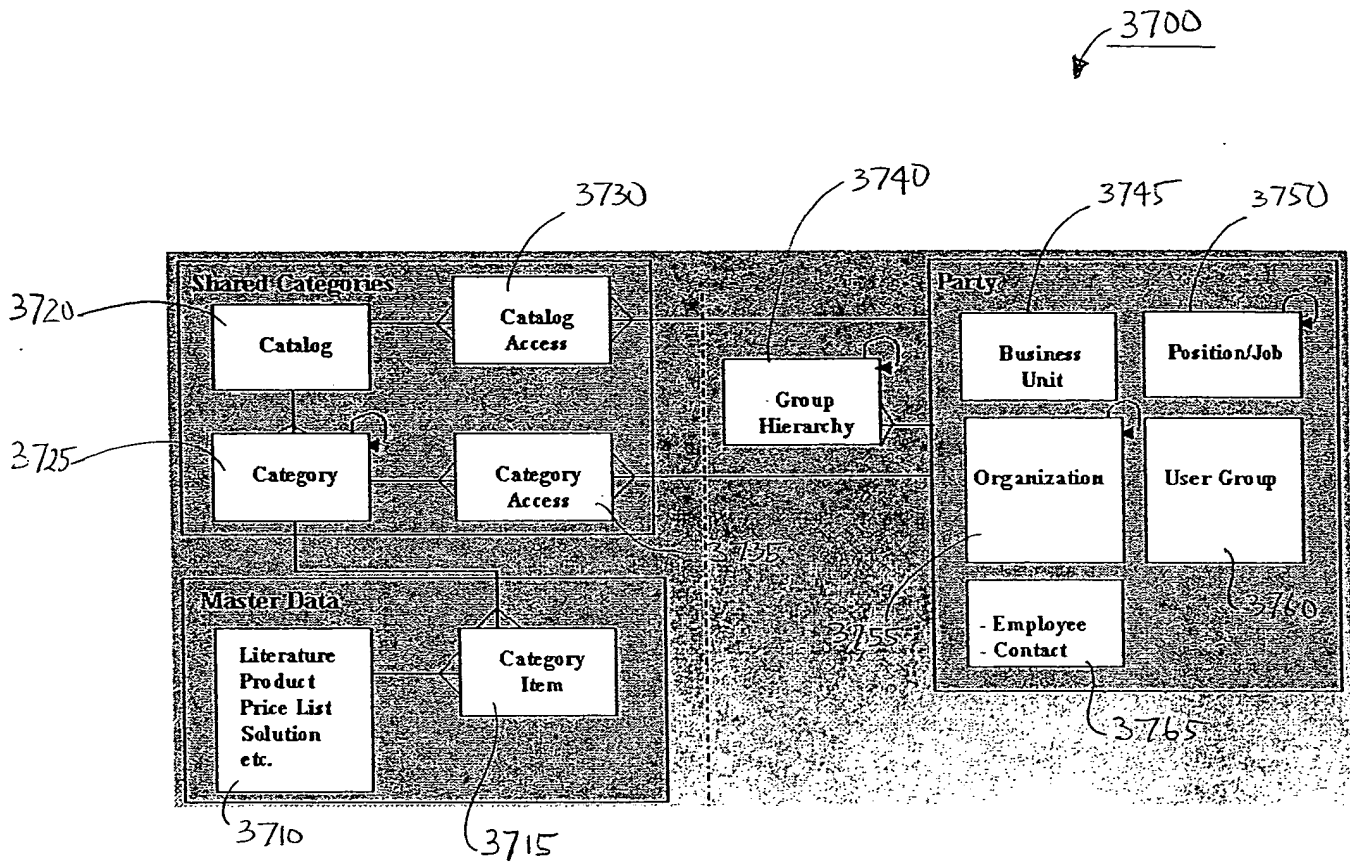


FIG. 37



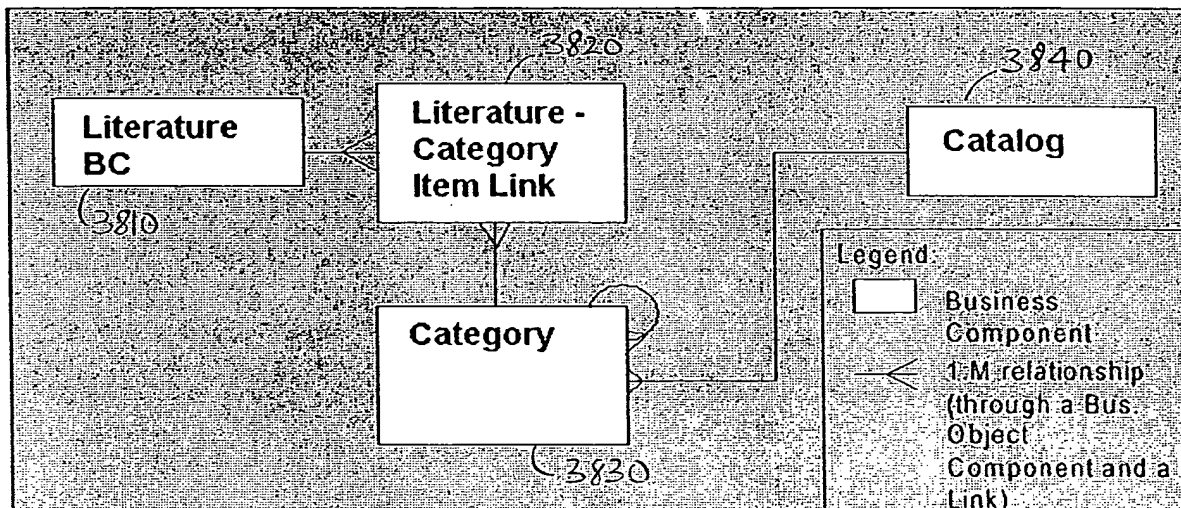


FIG. 38

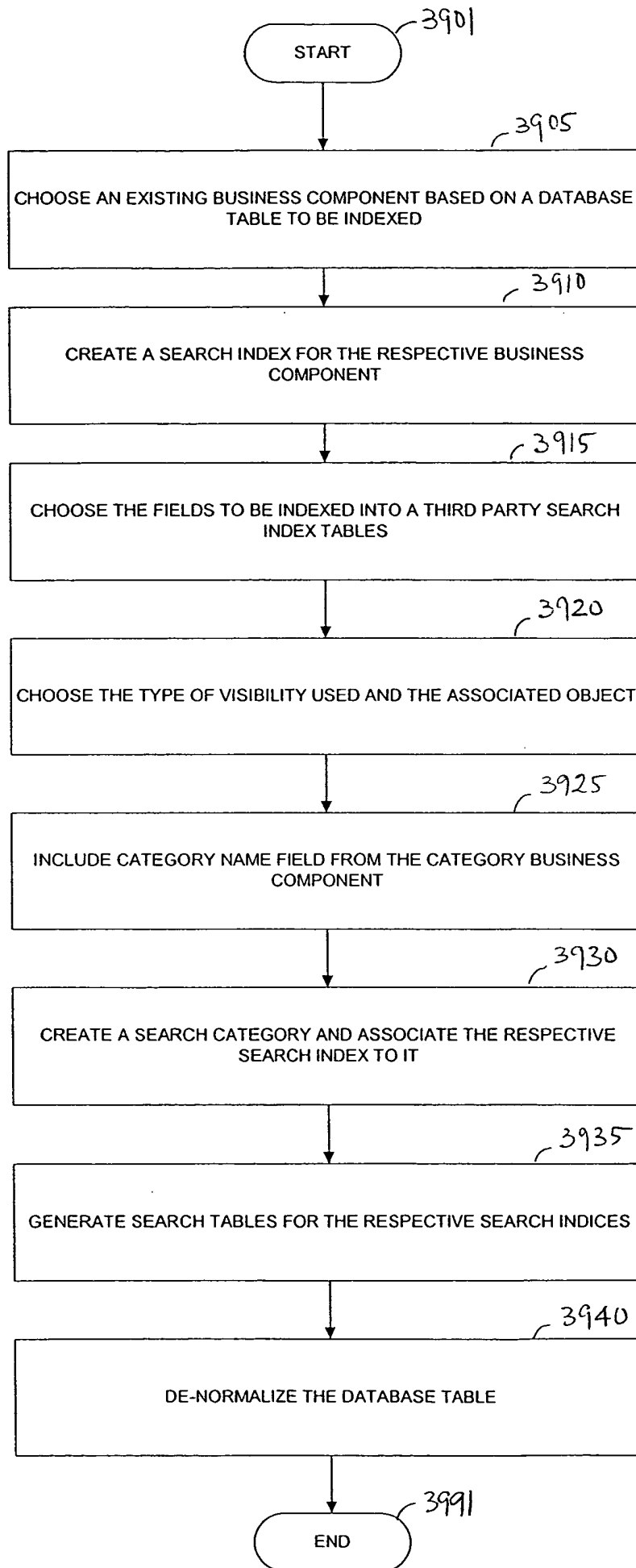
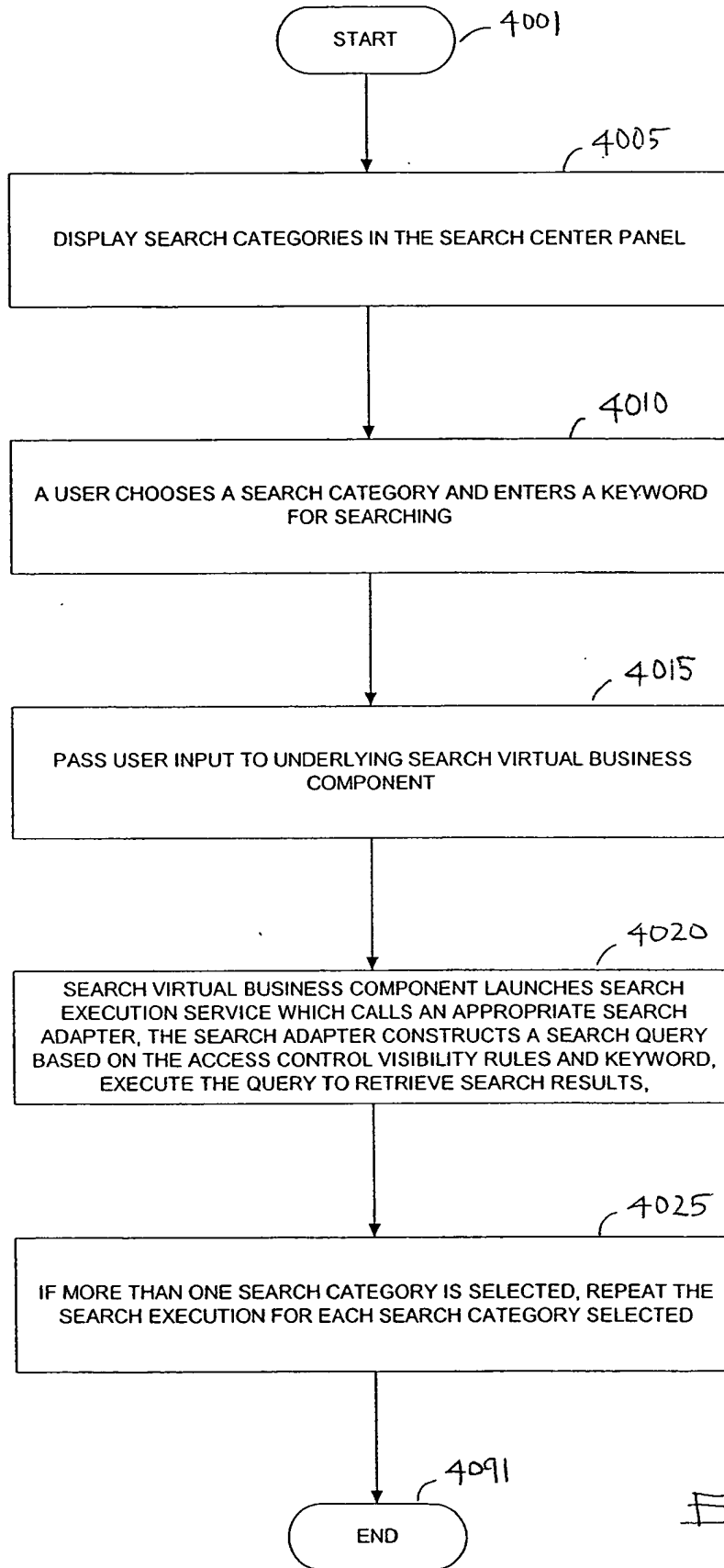


FIG. 39



4000

FIG. 40

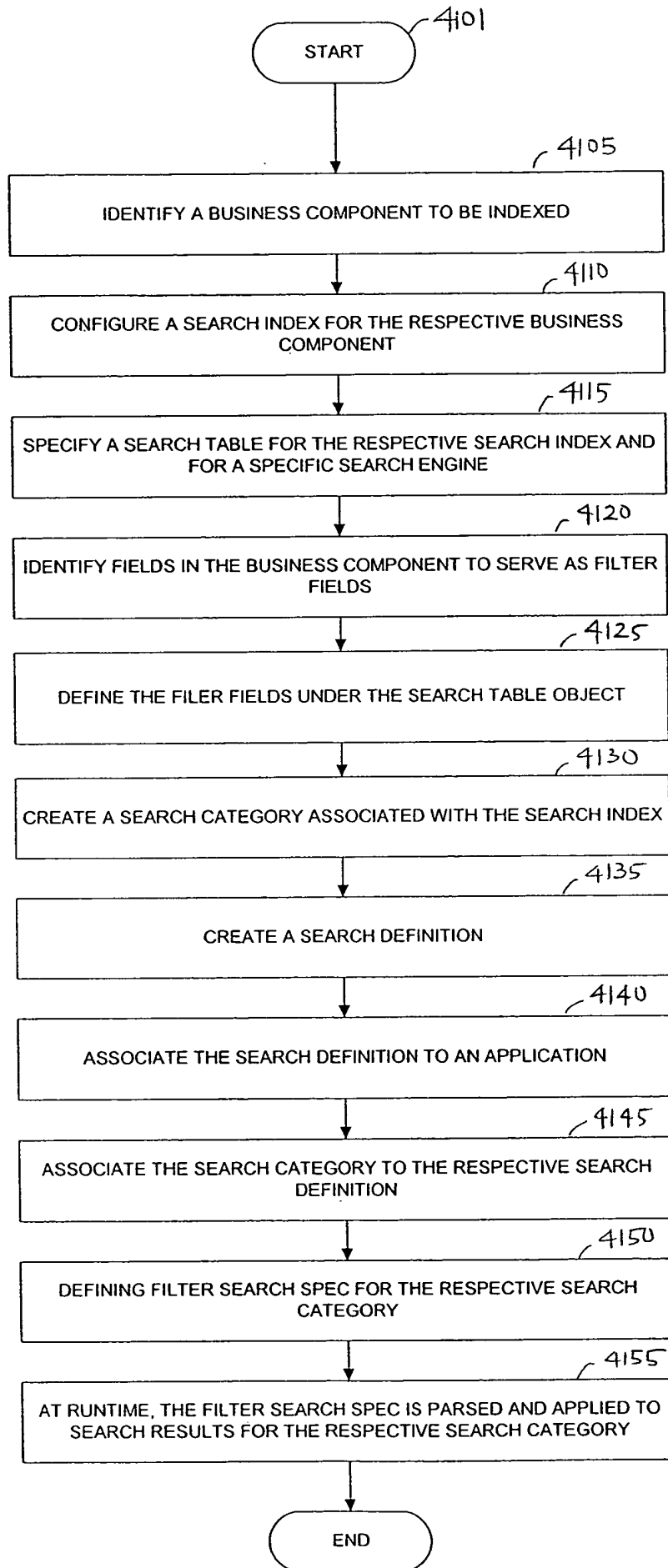


FIG. 41

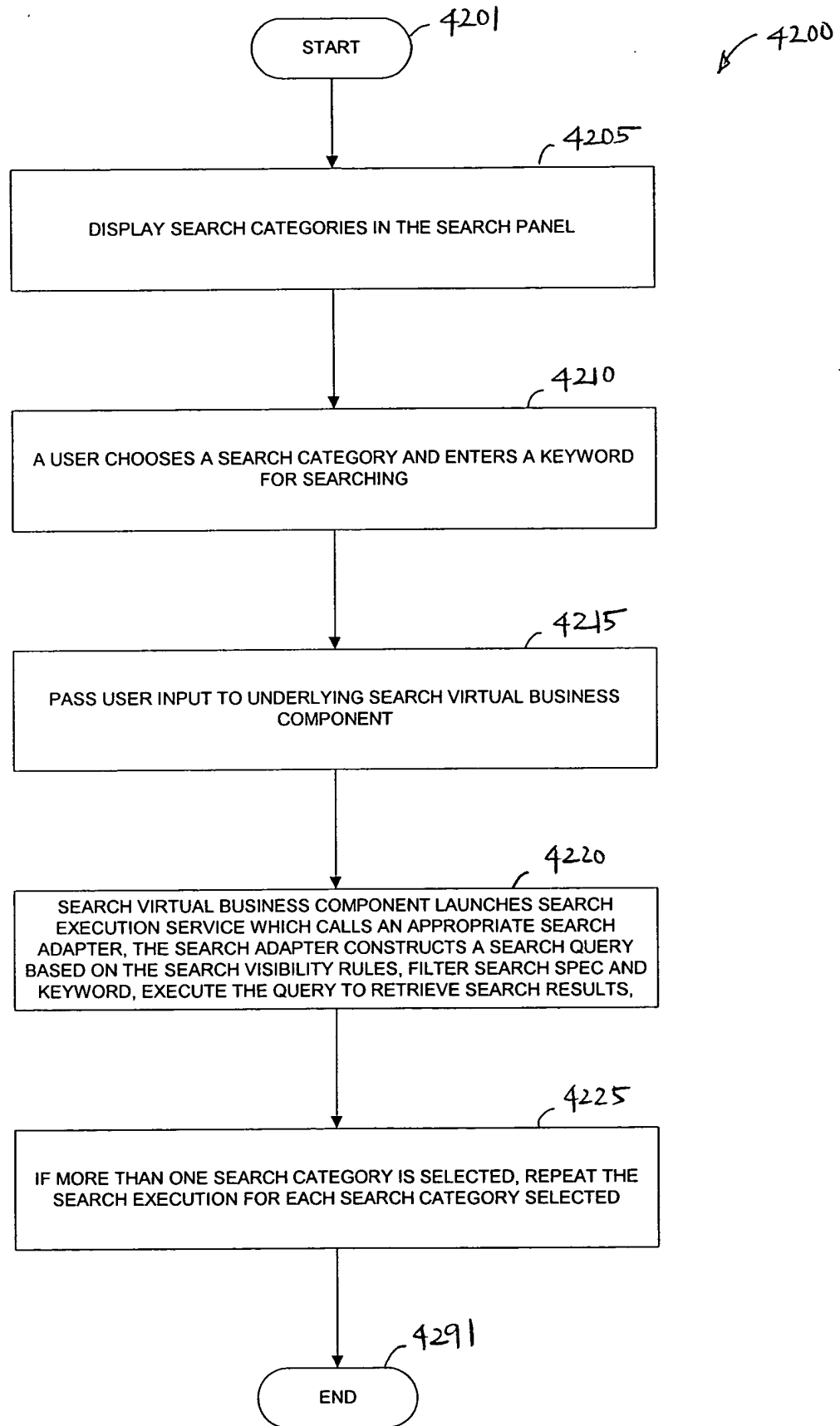
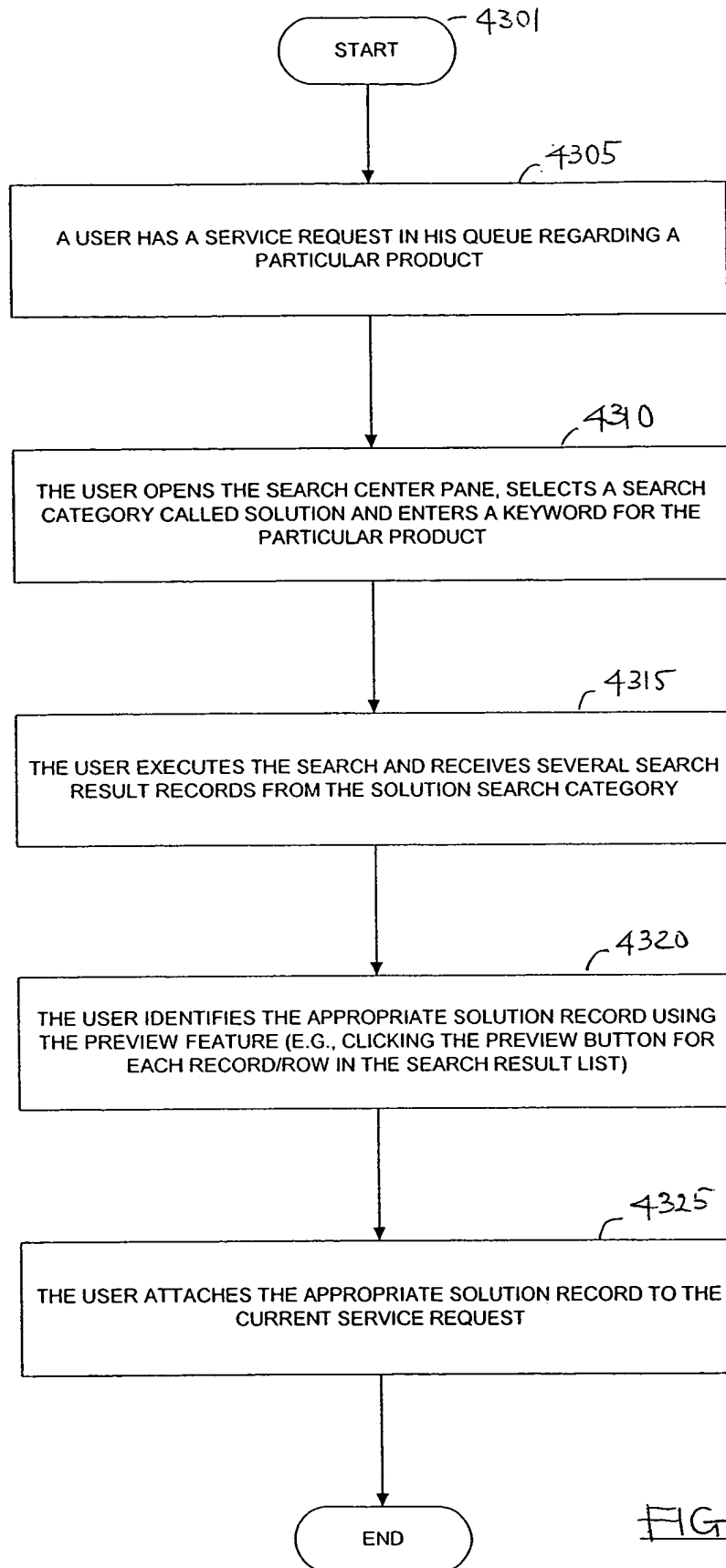


FIG. 42



4300

FIG. 43

FIG. 44

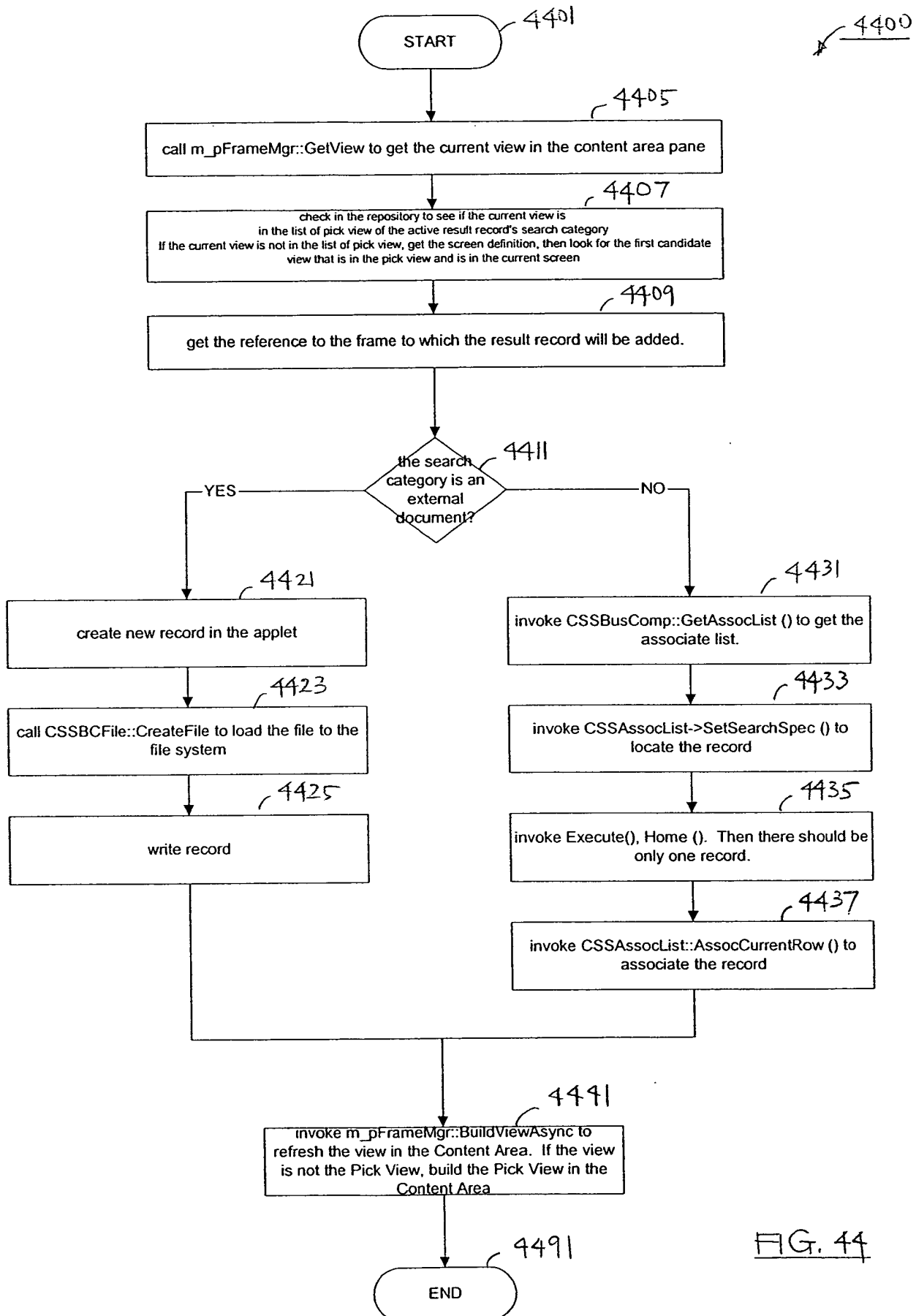


FIG. 44

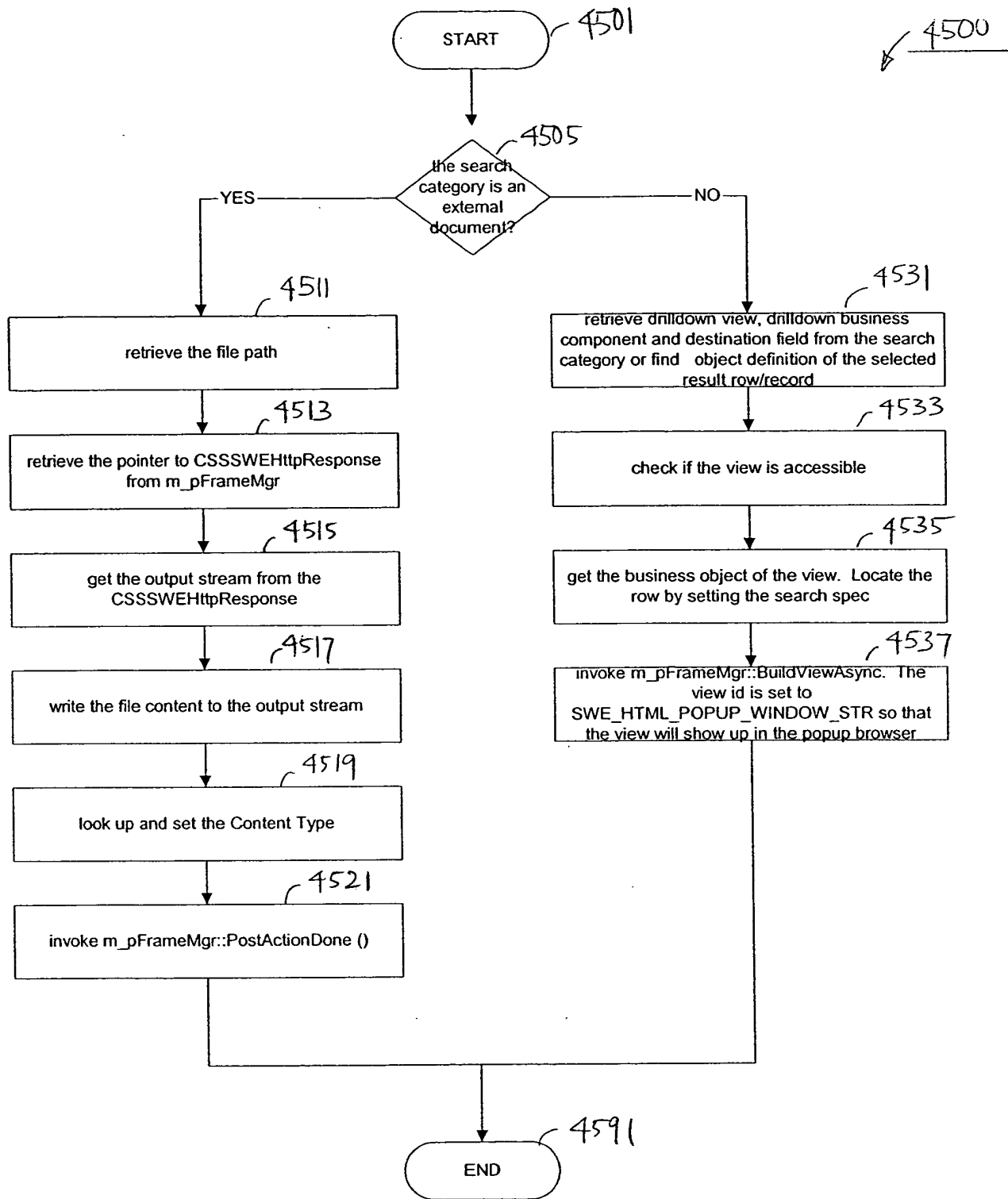


FIG. 45



TOP SECRET

4600

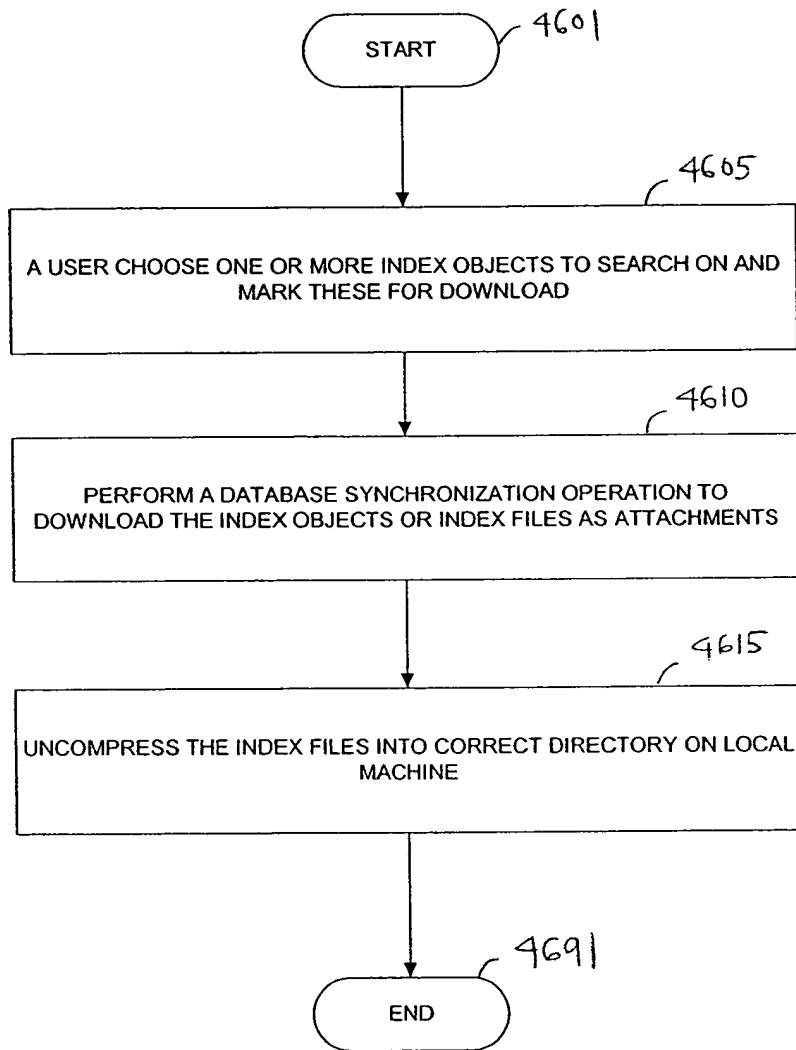


FIG. 46

START

save the Fulcrum generated files like the catalog, dictionary files, etc., along with the character set information and the setting name in the database as file attachments

go to the Search Index Request View, select the search indices that are wanted for searching (e.g., check the download column for each search index that is wanted for searching)

perform a database synchronization to download the index file attachments into the local database

go back to the Search Index Request View, click on the Uncompress button to uncompress the search index file attachments into the correct directory on the local machine

once the indices and other files are copied, searches can be performed against them

end

FIG. 47

FIG. 48

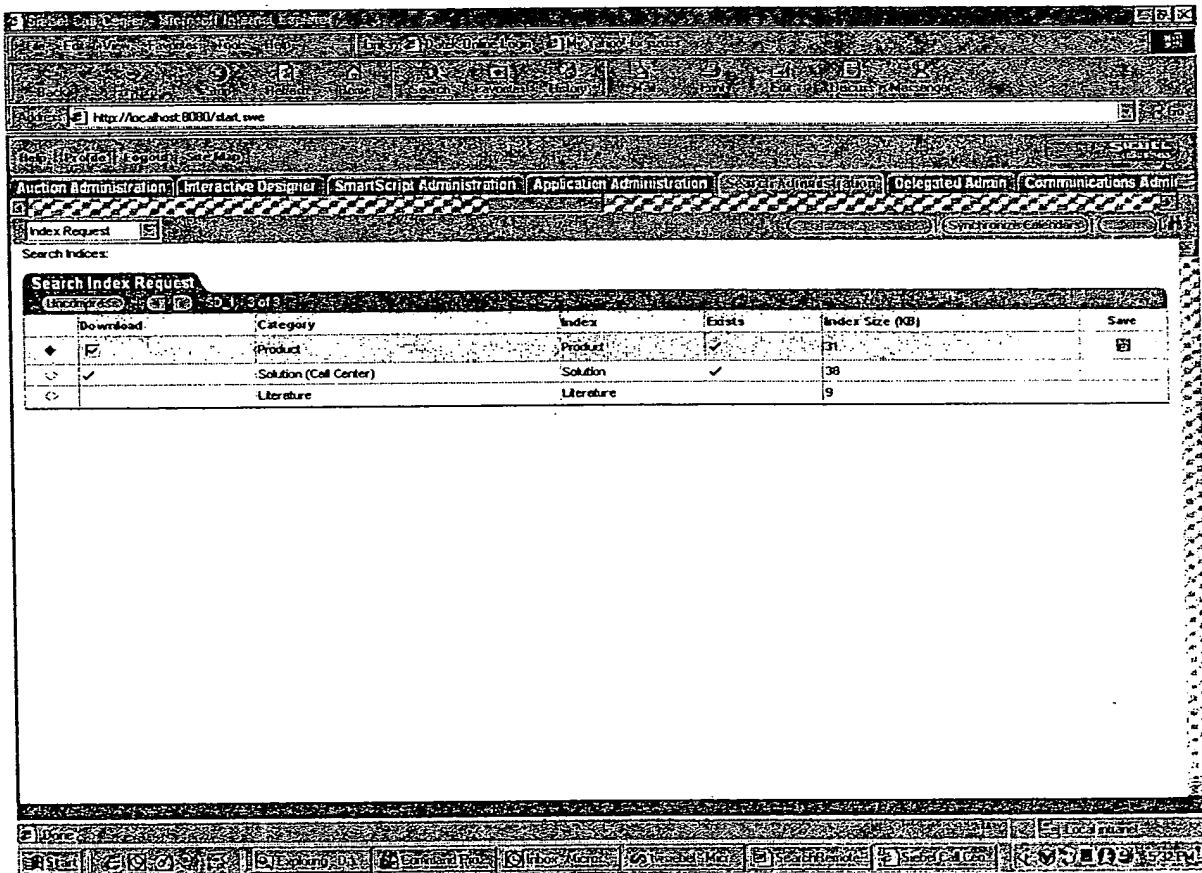


FIG. 48

4900

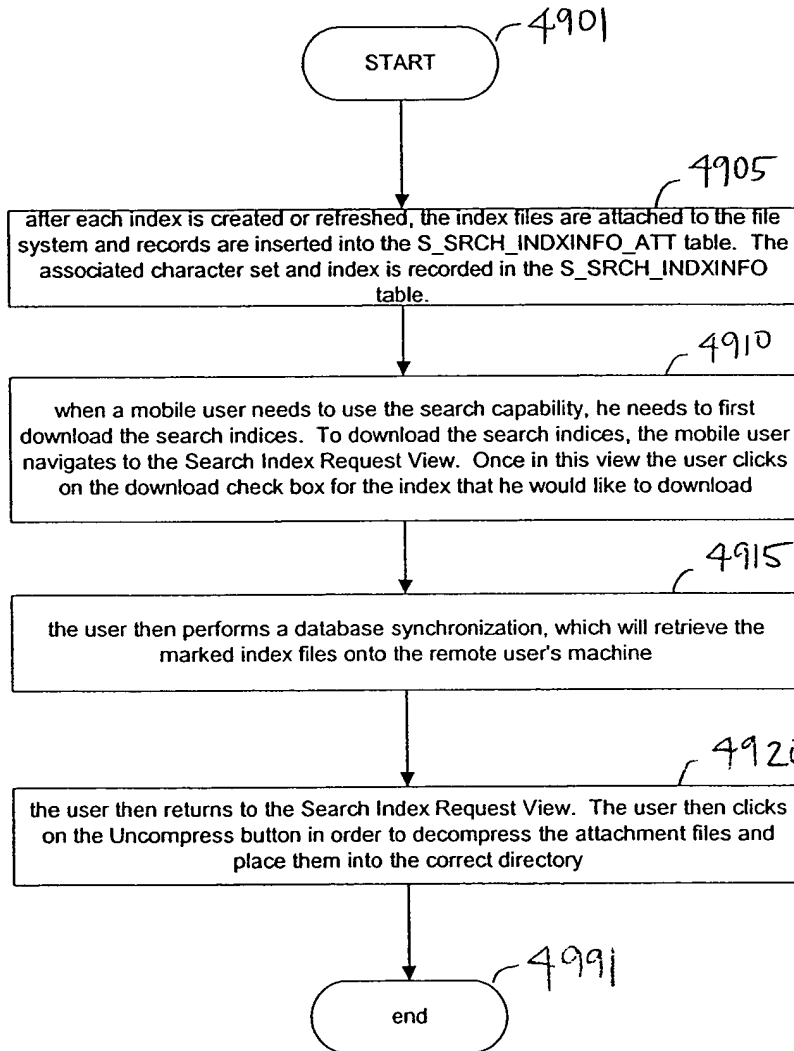


FIG. 49